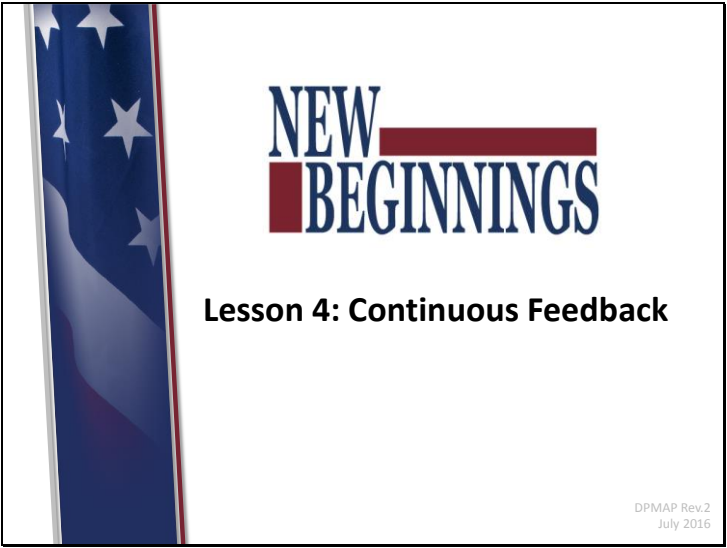



# Slide 1

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Slide 3



## Lesson 4 Learning Objectives

Upon completion of this lesson, you will be able to:

- Define the role continuous feedback plays in successful performance management.
- Identify behaviors that promote a constructive performance feedback session.
- Explain how helpful performance feedback is beneficial for supervisors and employees.
- Give examples of how to provide effective performance feedback.



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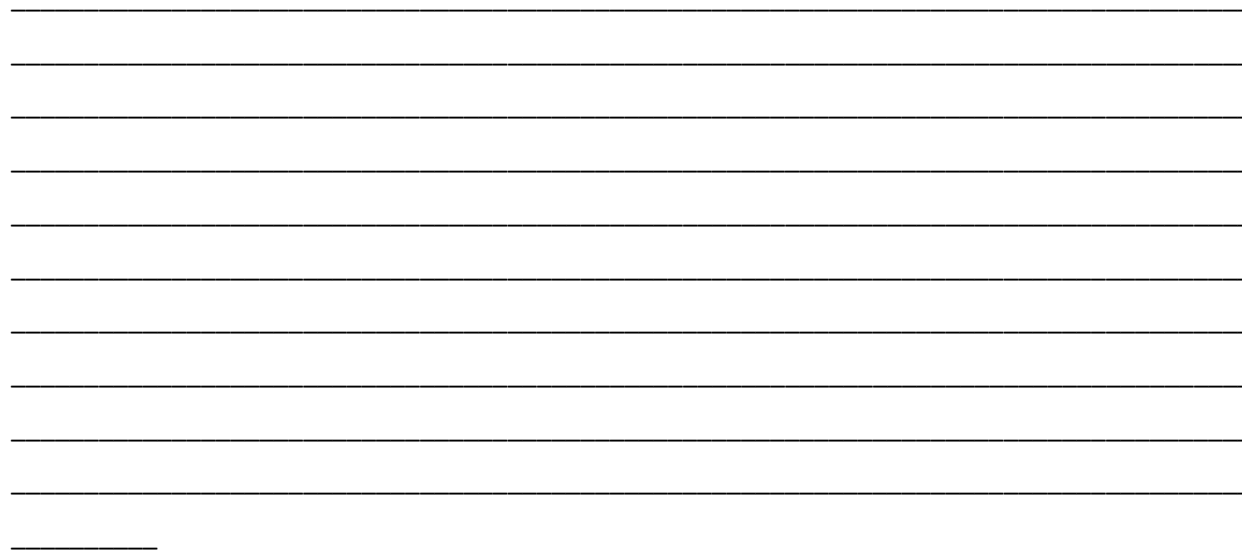
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Slide 7

## NEW BEGINNINGS

### What is Performance Feedback ?

Performance feedback is the two-way, meaningful exchange of information between supervisors and employees regarding performance expected and performance exhibited



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(7)

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Examples of Effective Feedback Techniques		
TYPE	EXPLANATION	EXAMPLE
"When you ..."	State specific facts of behavior - (non-judgmental)	???
"I'm concerned ..."	Describe how behavior affected you or the office.	???
"Because I ... "	State why the observed behavior affected you in this way.	???
Pause and listen for response	Ask if the other person has ideas about what to do. Give the other person an opportunity to respond.	???
"I would like ... "	Describe what change you want the other person to consider.	???
"Because ... "	State why the change is needed.	???
"What do you think ..."	Listen to response. Discuss options and compromise on a solution, if necessary.	???

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Slide 13

NEW  
BEGINNINGS

Exercise - Now You Try It

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➤ Using the SBI Model handout, partner up with someone or form a small group and write an example of effective feedback that you might give based on each scenario

The diagram illustrates the SBI model as a horizontal sequence of three rounded rectangular boxes. The first box is blue and contains the word "Situation". An arrow points from it to the second box, which is red and contains the word "Behavior". Another arrow points from the second box to the third box, which is green and contains the word "Impact". The entire sequence is set against a background of dark blue and light grey geometric shapes.

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(13)

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Slide 14

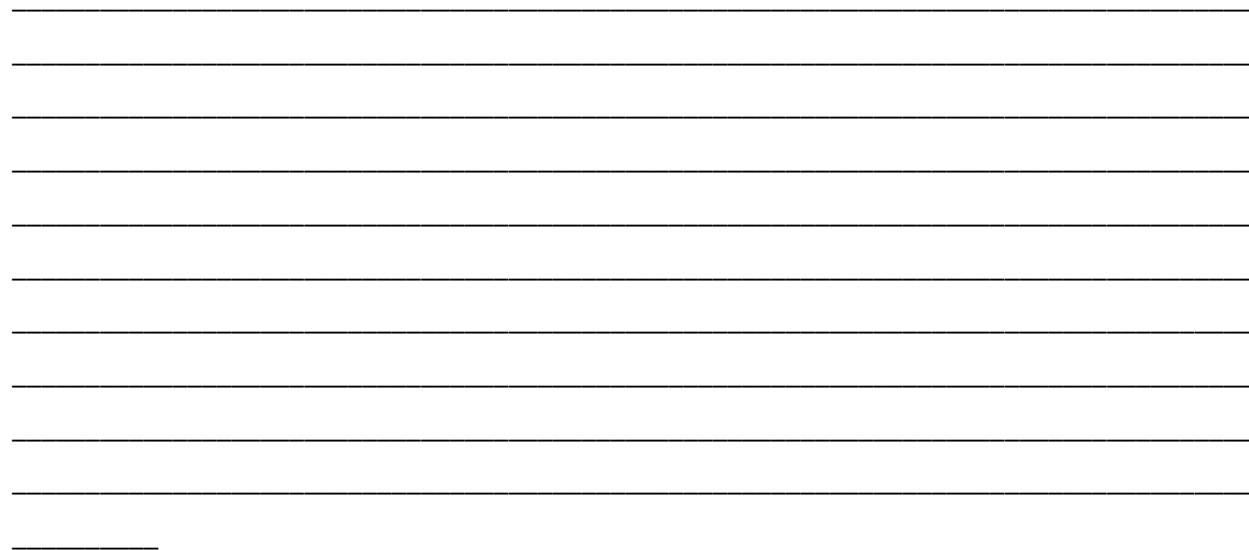
## NEW BEGINNINGS Giving and Receiving Feedback

- What are some difficulties in giving feedback to employees on their performance?
- What are some difficulties in receiving feedback?
- What is the most important part of giving performance feedback?
- Why is it important to receive feedback?
- What are some ideas for overcoming challenges of giving and receiving feedback?


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Slide 16



### Feedback Guidelines for the Feedback“er”

- ✓ Be specific and factual; don’t evaluate or judge
- ✓ Separate observations about behavior from the impact of the behavior
- ✓ Check for clarity to ensure that the receiver fully understands what’s being conveyed
- ✓ Refer to behaviors about which the receiver can do something
- ✓ Provide timely feedback after the behavior



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July 2016  
(16)

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Slide 18

## NEW BEGINNINGS

### Feedback Practice

- Partner with someone on the team to offer positive feedback based on an experience you had with that person




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(18)


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Slide 19

**Learning Objectives Review**

You should now be able to:

- Define the role continuous feedback plays in successful performance management.
- Identify behaviors that promote a constructive performance feedback session.
- Explain how helpful performance feedback is beneficial for supervisors and employees
- Give examples of how to provide effective performance feedback.

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(19)

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Slide 20



Questions?

➤ Are there any questions?





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(20)

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